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ADEL F. SAMAAN, M.D.

**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA, WESTERN DIVISION**

ADEL F. SAMAAN, M.D., an individual }

Case No. 2:17-cv-1723

Plaintiff

vs.

CONNECTICUT GENERAL LIFE INSURANCE COMPANY; a health benefits corporation; **CIGNA HEALTH AND LIFE INSURANCE COMPANY**, a health benefits corporation; and **Does 1 through 100**;

**COMPLAINT FOR RECOVERY
OF BENEFITS UNDER 29 U.S.C. §
1132 (a)(1)(B) AND REASONABLE
ATTORNEY'S FEES AND COSTS
UNDER 29 U.S.C. § 1132 (g)(1)**

Defendants

Plaintiff, Adel F. Samaan, alleges as follows:

J. JURISDICTION AND VENUE

1. This Court has subject matter jurisdiction over this action pursuant to 28 U.S.C. § 1331 because the action arises under the laws of the United States, and pursuant to 29 U.S.C. § 1132 (e)(1) because the action seeks to enforce rights under the Employee Retirement Income Security Act (“ERISA”). To the extent this action involves rights, duties and obligations of the parties that do not involve ERISA benefits recovery claims, jurisdiction arises pursuant to 28 U.S.C. §1337 and principles of supplemental jurisdiction, as any such non-ERISA claims are so related

1 to the ERISA claims in the action that they form a part of the same case and
2 controversy under Article III of the United States Constitution.

3 2. This Court is the proper venue for the action pursuant to 28 U.S.C. §
4 1391 (b) because a substantial part of the events or omissions giving rise to the claims
5 alleged herein occurred in this Judicial District, and pursuant to 29 U.S.C. § 1132 (e)
6 (2) because this is the Judicial District where the breaches took place, and because the
7 defendants conduct a substantial amount of business in this Judicial District.

8 **II. THE PARTIES**

9 **A. The Plaintiff**

10 3. Plaintiff Adel F. Samaan, M.D. is an individual doing business as a
11 medical doctor in the County of Los Angeles, State of California. Dr. Samaan's
12 primary area of medical practice is as a surgeon in the field of gynecology.

13 **B. The Cigna Defendants**

14 4. Plaintiff is informed and believes that Defendant Connecticut General
15 Life Insurance Company is a Connecticut corporation with its principal place of
16 business in the state of Connecticut, licensed by the California Department of
17 Insurance and doing business in the state of California , and defendant Cigna Health
18 and Life Insurance Company is a Connecticut corporation with its principal place of
19 business in the state of Connecticut, and doing business in the state of California.
20 Connecticut General Life Insurance Company and Cigna Health and Life Insurance
21 Company will sometimes for convenience hereinafter collectively be referred to as
22 "Cigna" or the "Cigna Defendants."

23 5. The Cigna Defendants serve as the claims administrators and/or the
24 insurance plan underwriters of employee health benefit plans covered by ERISA
25 (hereinafter referred to as "ERISA Plans" or a "Plan" or "Plans") that provide, among
26 other benefits, reimbursement for medical expenses incurred by individual Plan
27 participants and beneficiaries covered under the Plans. Plaintiff is informed and
28 believes that the Cigna Defendants perform their claims handling services for a

1 multitude of ERISA Plans, some of which are self-funded, and some of which are
 2 funded by a Cigna Defendant acting in their capacity as the insurance underwriter for
 3 the Plan. Dr. Samaan is informed and believes that it is the responsibility of the Cigna
 4 Defendants, as the claims administrators for each and all of the ERISA Plans involved
 5 in this case, to decide which healthcare benefits claims will be paid under the Plan;
 6 how much will be paid; and which benefits claims will not be paid - - and thereafter to
 7 pay benefits to claimants such as Dr. Samaan directly out of ERISA Plan assets that
 8 are within the unfettered control of the Cigna Defendants in the ordinary course of
 9 business. In simple terms, Dr. Samaan alleges on information and belief that it was
 10 the Cigna Defendants, and not the ERISA Plans themselves, that had the
 11 responsibility and actual control to make benefits determinations for the healthcare
 12 services claims of Dr. Samaan that give rise to this benefits recovery action.

13 6. Plaintiff is informed and believes that the Cigna Defendants carry out
 14 services and functions as healthcare benefits claim administrators. Acting with
 15 respect to members and their dependents insured either under ERISA Plans or insured
 16 through insurance otherwise provided by the Cigna Defendants during the period
 17 2012 through 2016, the Cigna Defendants reviewed and evaluated Plaintiff's benefits
 18 claims.

19 7. Dr. Samaan does not bring this suit against the ERISA Plans for whom
 20 the Cigna Defendants acted as administrator or insurer in connection with Dr.
 21 Samaan's claims. Plaintiff is informed and believes that the Cigna Defendants, and
 22 not the ERISA Plans, exercised actual control over the determination and payment of
 23 benefit claims submitted by Dr. Samaan. Plaintiff is further informed and believes
 24 that, with respect to the claims in this action, the Cigna Defendants acted as claim
 25 review fiduciaries, either as a third party administrator of a self funded employer-
 26 sponsored group health benefit plan, or as an insurer of such an employer-sponsored
 27 ERISA Plan.

28 8. As is discussed later in this Complaint, Dr. Samaan alleges and contends

1 that the Cigna Defendants acted in an arbitrary and capricious manner by
2 underpricing, undervaluing, underpaying or entirely failing to pay the benefits claims
3 submitted by Dr. Samaan.

4 **C. The Doe Defendants**

5 9. The true names and capacities of the Defendants sued herein as DOES
6 are unknown to Plaintiff at this time, and Plaintiff therefore sues such Defendants by
7 fictitious names. Plaintiff is informed and believes that the DOES are those
8 individuals, corporations and/or businesses or other entities that are also in some
9 fashion legally responsible for the actions, events and circumstances complained of
10 herein, and may be financially responsible to Plaintiff for services, as alleged herein.
11 The Complaint will be amended to allege the DOES' true names and capacities when
12 they have been ascertained.

13 **III. CORE FACTS UNDERLYING DR. SAMAAN'S CLAIMS FOR**
14 **PAYMENT**

15 10. Dr. Samaan has provided healthcare services to ERISA Plan members
16 and their dependents on numerous occasions where the subject ERISA Plan is
17 administered and/or underwritten by a Cigna Defendant. For some Plan members and
18 dependents Dr. Samaan has provided healthcare services on more than one occasion.

19 11. The healthcare services events which are the subject of benefits claims
20 were carried out in connection with healthcare benefits plans issued or administered
21 by either Connecticut General Insurance Company and/or Cigna Health and Life
22 Insurance Company. These ERISA Plans typically have some deductible or copay
23 obligation to be paid by the Plan members and dependents, and typically pay an out-
24 of-network provider such as Dr. Samaan something less than 100% of Dr. Samaan's
25 billing amounts. The deductible and copay requirements, and the percentage payable
26 to an out-of-network provider, are typically set forth in the ERISA Plan documents
27 themselves.

28 12. When Plan members and/or their dependents came to Dr. Samaan for

1 medical services they would present medical insurance cards in the name of "Cigna",
2 and the relevant insurance contact information on each medical insurance card would
3 direct Dr. Samaan to Cigna office locations and telephone numbers.

4 13. As a condition to the provision of services by Plaintiff, each patient was
5 required to sign an agreement assigning his or her ERISA Plan rights and benefits to
6 Plaintiff in their entirety. Each such assignment of benefits would provide for
7 Plaintiff to be paid directly for the services provided to the patient, and Plaintiff has
8 received a written assignment of benefits in connection with every outstanding
9 benefits claim event at issue in this action. The assignment agreement would
10 designate Plaintiff in such manner that Plaintiff would stand in the shoes of the
11 members/patients to seek, claim and obtain anything that the member/patient would
12 have been entitled to receive under the applicable healthcare coverage administered
13 and/or underwritten by the Cigna Defendants. A true and correct copy of Dr.
14 Samaan's assignment agreement is attached hereto as Exhibit A.

15 14. For each claim event at issue in this case, Dr. Samaan's custom and
16 practice was to contact a Cigna entity representative by telephone for benefit
17 eligibility confirmation and member coverage verification prior to performing any
18 healthcare services. The regular practice was that Dr. Samaan's office personnel and
19 the Cigna representative would discuss the proposed surgery event by telephone in
20 advance of the services being performed, and in each such telephone communication
21 the Cigna entity representative would advise Dr. Samaan's representative that
22 coverage existed for the patient and that benefits were properly payable to Dr.
23 Samaan as an "out-of-network" provider. The following sets forth in summary form
24 the substance of the telephonic communications between Dr. Samaan's representative
25 and the Cigna entity representative which occurred prior to services being performed
26 in connection with Dr. Samaan's claims asserted in this case.

27 (a) For each claim event, Dr. Samaan's representative would call the Cigna
28 claim office on the Cigna toll free line set forth on the member

- 1 identification card presented by the patient.
- 2 (b) The answering party would identify himself or herself as a representative
3 of a Cigna entity, thereby confirming to Plaintiff that the communication
4 was with the authorized claims administrator for the Plan.
- 5 (c) Dr. Samaan was an “out-of-network” provider to the Plan, and
6 accordingly was calling Cigna in advance of performing services to
7 ensure in each instance that he would be paid for his services by a Cigna
8 entity involved in the claim event.
- 9 (d) In each claim call, Plaintiff’s representative would advise the Cigna
10 entity representative of the identity of the Plan member or dependent; the
11 CPT code for the surgical procedure to be performed (the CPT code is
12 the medical procedure descriptive identifier; CPT means “Current
13 Procedural Terminology”); and that the purpose of the call was to verify
14 the existence of coverage for the patient and the eligibility of Dr. Samaan
15 for payment of benefits as an out-of-network service provider.
- 16 (e) The Cigna entity representative would respond by advising Dr. Samaan’s
17 representative about the percentage of out-of-network billing covered
18 under the Plan (typically between 50% and 100%); the amount of patient
19 deductible; and whether benefits would in fact be payable to Dr. Samaan
20 based on the CPT code provided. The Cigna entity representative would
21 also advise Plaintiff whether specific pre-authorization for the proposed
22 surgical procedure was required.
- 23 (f) After the Cigna entity representative verified that the specified treatment
24 was covered and that Dr. Samaan as an out-of-network provider was
25 eligible for payment, Plaintiff would perform the procedure for which
26 verification was obtained.

27 15. Dr. Samaan relied and reasonably relied on the Cigna entity telephonic
28 representations: (a) by providing medical services to the individual patient(s) in

1 response to the Cigna entity statements about his eligibility to receive benefits; and
2 (b) by providing medical services to other Plan members and their dependents on an
3 ongoing basis in reliance upon the Cigna entity repeated representations that the
4 patients were covered and that Dr. Samaan was eligible to receive out-of-network
5 benefits on the benefits payment formulations as stated. But for the advance
6 representations of the Cigna entity in setting out the applicable benefits payment
7 formulations, Dr. Samaan would not have provided, or continued to provide, medical
8 services to Plan members and dependents for Plans issued or administered by the
9 Cigna Defendants.

10 16. Dr. Samaan has billed the Cigna Defendants for services rendered to
11 Plan members and their dependents in connection with each of the claim events at
12 issue in this case. By way of his patient assignments, Dr. Samaan stands in the shoes
13 of his patients where benefits claims are concerned.

14 17. In connection with each of the claims where services were provided, Dr.
15 Samaan's billings submitted to the Cigna Defendants set forth the date of the service,
16 the nature of the services rendered, the identity of the insured member and/or
17 dependent, the patient date of birth, and the applicable Plan ID number. Each of Dr.
18 Samaan's claim billings set forth all requisite information in standard form
19 terminology with sufficient detail to enable the Cigna Defendants to consider and pay
20 the claim in the ordinary course of business.

21 18. The charges for healthcare services submitted by Dr. Samaan to the
22 Cigna Defendants were in all instances usual, customary and reasonable, and in
23 accord with Dr. Samaan's charges to non-Medicare patients insured by companies
24 other than Cigna. Dr. Samaan's charges for services submitted to the Cigna
25 Defendants were also in accord with the charges of other medical service providers in
26 the community having similar training or expertise as Dr. Samaan; operating in the
27 same geographic area as Dr. Samaan; and providing healthcare services and facilities
28 comparable to those provided by Dr. Samaan.

1 19. As discussed hereinbelow, the Cigna Defendants have abused their
 2 discretion and acted in an arbitrary and capricious manner by failing and refusing to
 3 honor and pay Dr. Samaan's claims in accordance with ERISA requirements,
 4 practices and provisions, and Dr. Samaan has suffered resulting damages in an
 5 amount to be proven at trial. Exhibit B to this complaint is a summary listing of the
 6 benefits claims for which Plaintiff seeks recovery in this action.¹ The summary claim
 7 listing prepared as of the date of filing of this complaint (with patient names deleted
 8 for privacy purposes) is as follows:

9 Exhibit B: Summary listing for Cigna - - 51 claim events, with aggregate
 10 amounts billed of \$268,259.05 and aggregate amounts paid of
 11 \$29,044.88.

12 **IV. USUAL, CUSTOMARY AND REASONABLE RATE FOR**
 13 **HEALTHCARE SERVICES RENDERED (“UCR”)**

14 20. As an “out-of-network” healthcare services provider, Dr. Samaan is
 15 entitled to receive payment of insurance benefits under each and all of the Plans in
 16 this case which were underwritten and/or administered by the Cigna Defendants. One
 17 of the reasons why Dr. Samaan contacted a Cigna entity representative by telephone
 18 prior to performing his services was to verify in advance that an out-of-network
 19 provider such as Dr. Samaan was indeed eligible to receive benefits for services to be
 20 performed under each Plan, and in response to each such communication the Cigna
 21 entity represented that out-of-network benefits were payable.

22 21. Plaintiff is informed and believes that the standard practice in the
 23 healthcare insurance industry is that ERISA Plan members and/or beneficiaries are
 24 typically free to decide whether they would prefer to utilize an out-of-network

26 ^{1/} Plaintiff is still performing services for members/dependents of ERISA Plans
 27 administered by Cigna, and the summary listing attached hereto will be supplemented
 28 and updated to set forth Plaintiff's full and final claim events listing at such time as a
 complete listing is compiled and verified as of the date of trial.

1 provider or an in-network provider for their healthcare needs. The standard practice
 2 in the healthcare industry is that an out-of-network service provider such as Dr.
 3 Samaan would expect to receive something less than his full billing rate if the actual
 4 rates charged by the service provider are higher than the “usual, customary and
 5 reasonable” (“UCR”) rate charged by other comparable professionals for the same or
 6 similar services in the provider’s local community. In the event that Dr. Samaan’s
 7 billing rate exceeded the UCR rate, a Plan administrator would have a proper basis to
 8 apply the lower of actual billed charge amounts or UCR charge amounts for the same
 9 or similar services. However, with respect to the benefits claims at issue in this
 10 litigation, Dr. Samaan’s actual charges billed are one and the same as, or lower than,
 11 the usual, customary and reasonable rates charged by comparable physicians in the
 12 geographic area serviced by Dr. Samaan. Accordingly, with respect to Dr. Samaan’s
 13 claims, there should have been no “repricing” or “UCR rate reduction” where benefit
 14 claims were concerned. There is no legitimate basis for repricing to the lower of
 15 actual charges or UCR where actual charges and UCR are one and the same, or where
 16 actual charges are lower than UCR, and to the extent that the Cigna Defendants
 17 undertook to “reprice” Dr. Samaan’s claims to comport with illegitimately low or
 18 fictional UCR rates, the repricing by the Cigna Defendants was arbitrary and
 19 capricious, and constituted an abuse of discretion by the Cigna Defendants in their
 20 role as Plan administrators for the Plans involved in this case.²

21

22 ^{2/} Any “repricing” of actual charges submitted by a healthcare services provider such
 23 as Plaintiff may only be premised upon validly known and computed “UCR” rates for
 24 the same or similar services carried out by comparable professionals in the particular
 25 geographic area involved. Repricing may not be premised upon some generalize view
 26 held by the Plan administrator about what billing rates in the community “should be”
 27 or whether the actual charges billed by a services provider are “too high” in some
 28 abstract or subjective sense. Repricing of services provider actual charges to UCR
 involves a comparison of the actual charges of the provider to the actual charges of
 other providers in the same geographic area to determine whether a particular
 provider is overcharging as compared to the charges of peers - - and it is an abuse of

1 22. The “percentage recoverable” for each of Dr. Samaan’s charges for
 2 medical services rendered in this case will vary depending upon the specific terms
 3 and provisions of the Plan involved. Some Plans allow for a 50% payment to out-of-
 4 network providers; others 60%; others 70%; and others a full 100% after the patient
 5 deductible and out of pocket cost share requirements (if any) are met. Under standard
 6 practice in the health insurance industry, this “percentage recoverable” is supposed to
 7 be applied by the Cigna Defendants to Plaintiff’s billings for medical services on
 8 either an “actual charge” or a “usual, customary and reasonable” rate basis, but in the
 9 present case Dr. Samaan is informed and believes that the Cigna Defendants did not
 10 apply the Plan “percentage recoverable” to either Dr. Samaan’s actual charges or to
 11 any valid or legitimately computed UCR rate for Dr. Samaan’s geographic area.
 12 Instead, Dr. Samaan is informed and believes that, in many of the claims at-issue in
 13 this case, the Cigna Defendants undertook to “reprice” plaintiff’s actual billing
 14 amounts in a manner that had no meaningful connection to UCR rates or comparable
 15 service providers in Dr. Samaan’s community.

16 **V. DR. SAMAAN HAS STANDING TO PURSUE CLAIMS UNDER ERISA**
 17 **FOR PAYMENT OF BENEFITS AND ATTORNEY’S FEES**

18 23. ERISA governs all aspects of health and medical benefits under ERISA
 19 Plans, and authorizes a civil action to recover unpaid benefits and attorney’s fees.

20 24. Dr. Samaan has standing to sue under ERISA as an assignee of benefits
 21 due to Plan members and their dependents. A member or dependent of a member is
 22 expressly empowered by section 1132 (a) of ERISA to sue for denial of benefits, and
 23 nothing in ERISA precludes a Plan member or a dependent of a member from validly

24
 25 discretion for a claims administrator to apply some sort of formula, or computer
 26 analytical program, or other such criteria for the purpose of bringing medical services
 27 provider actual charges into line with amounts that the claims administrator decides it
 28 wants to pay, or is willing to pay, or thinks is the “right amount” that should be paid
 for a particular claim event. A claims administrator has no legitimate right or
 authority to “reprice” on any such formulaic basis.

1 assigning his or her right to benefits. In the event of such an assignment, the assignee
 2 (Dr. Samaan in this case) stands in the shoes of the member or dependent with full
 3 standing to sue for benefits.

4 25. The Cigna Defendants in this action are the proper party defendants in an
 5 ERISA benefits recovery action. See, *Harris Trust & Sav. Bank v. Salomon, Smith*
 6 *Barney, Inc.*, 530 U.S. 238, 247 (2000); *Cyr v. Reliance Standard Life Ins. Co.*, 647 F.
 7 3d 1202 (9th Cir. 2011).

8 **VI. DR. SAMAAN IS DEEMED BY LAW TO HAVE EXHAUSTED**
 9 **ADMINISTRATIVE REMEDIES**

10 26. The applicable claims procedure regulations governing ERISA Plans are
 11 set forth in 29 C.F.R. §2560.503.1. This section sets forth the minimum requirements
 12 for employee benefit plan procedures pertaining to claims. 29 C.F.R. §2560.503-1
 13 (a).

14 27. The central obligation set forth in the regulations is that: “Every
 15 employee benefit plan shall establish and maintain reasonable procedures governing
 16 the filing of benefit claims, notification of benefit determination, and appeal of
 17 adverse benefit determination.” 29 C.F.R. §2560.503-1 (b). Of particular significance
 18 in this case are the regulations dealing with “Manner and Content of Notification of
 19 Benefit Determination” set forth in 29 C.F.R. §2560-503-1 (g) (1). That section
 20 requires that the plan administrator shall provide a claimant with a written or
 21 electronic notification of any adverse benefit determination. The regulations require
 22 the following:

23 “The notification shall set forth, in a manner calculated to be understood by the
 24 claimant –

- 25 (i) The specific reason or reasons for the adverse determination;
- 26 (ii) reference to the specific plan provisions on which the
 determination is based;
- 27 (iii) a description of any additional material or information necessary
 for the claimant to perfect the claim and an explanation of why
 such material or information is necessary;

(iv) A description of the plan's review procedures and the time limits applicable to such procedures, including a statement of the claimant's right to bring a civil action under section 502(a) of the Act following an adverse benefit determination on review."

28. In most cases, these notification requirements were not met in the present action, and the regulations are specific about the consequence of a failure by Cigna to comply with notification requirements. 29 C.F.R. § 2560.503-1

(1) provides:

“1. Failure to Establish and Follow Reasonable Claims Procedure:
In the case of the failure of a plan to establish or follow claims procedures consistent with the requirements of this section, a claimant shall be deemed to have exhausted the administrative remedies available under the plan and shall be entitled to pursue any available remedies under section 502(a) of the Act on the basis that the plan has failed to provide a reasonable claims procedure that would yield a decision on the merits of the claim.”

29. Dr. Samaan is deemed by law to have exhausted administrative remedies available to him because the Cigna Defendants failed to establish and follow reasonable claims procedures as required by ERISA. The Cigna Defendants herein have routinely failed to process claims submitted by the Plaintiff in a manner consistent or substantially in compliance with ERISA regulation 29 C.F.R.

§2560.503.1. Among other things, the Cigna Defendants:

- failed to set out the specific reasons for underpayment of the Samaan claims in their responses transmitted to Samaan during the administrative review process;
 - failed to reference the specific Plan provisions upon which their underpayment determinations were based;
 - failed to give a description of any additional material or information which was needed to pursue and perfect the claims, and an explanation of why such information was necessary;
 - despite requests by Dr. Samaan, failed to provide Plan documents, or internal rules, guidance, protocols or other criteria upon which the underpayment determinations were based;
 - failed to state the underpayment determinations in a manner calculated to

- 1 be understood by Dr. Samaan;
- 2 ● failed to provide a reasonable opportunity for full and fair review of the
3 underpayment determinations;
- 4 ● employed policies designed to unduly hamper the review and appeal of
5 claims submitted by Dr. Samaan;
- 6 ● acted systematically in a manner which rendered the administrative
7 appeal process a futile and meaningless endeavor.

8 **VII. THE CIGNA DEFENDANTS HAVE VIOLATED THEIR ERISA**
 9 **DUTIES AND RESPONSIBILITIES IN THE FOLLOWING MATERIAL**
 10 **RESPECTS**

11 30. Persons who receive their health insurance through a private employer-
 12 sponsored benefit plan are typically participants or beneficiaries of plans governed by
 13 ERISA. Sometimes the ERISA Plans are fully insured by health insurers like Cigna,
 14 and sometimes they are self funded. In either case, the insurer “network” of
 15 healthcare services providers may be available to the ERISA Plans, but the insurers
 16 also process and pay benefits claims submitted by out-of-network providers.

17 31. When the ERISA Plan is administered by Cigna, Cigna is responsible for
 18 interpretation and application of the Plan terms, coverage and benefits decisions,
 19 appeals of coverage determinations, and processing of payments to benefits claimants
 20 such as Plaintiff. The Plan typically will enter into an “administrative services
 21 agreement” with its insurer to perform these administrative responsibilities, and
 22 Plaintiff is informed and believes that the administrative services agreement will
 23 typically delegate to the insurer the authority and responsibility to administer claims
 24 and make final benefits decisions based on claim procedures and standards that the
 25 insurer develops and utilizes from its own vast experience in claims handling.
 26 Plaintiff is informed and believes that, under its contracts, the insurer collects
 27 administrative services fees from the ERISA Plans, and has actual control over
 28 benefits determinations and the payment of benefits to healthcare services providers

1 such as Plaintiff.

2 32. The payment procedure for each of Plaintiff's claims typically begins
 3 with Plaintiff submitting to Cigna a standard industry billing form (usually form no.
 4 1500). Cigna would then typically respond to the claim by sending a "Provider
 5 Explanation of Benefits" form (commonly known as an "EOB") which would set
 6 forth an analysis of the claim and the amount to be paid by the insurer. The EOB
 7 form would typically include either codes or narrative remarks which would
 8 supposedly explain the difference between the amount billed by Plaintiff and the
 9 amount to be paid by Cigna. However, in the present case, the EOBS submitted by
 10 Cigna to Plaintiff were woefully deficient in their purported explanations of benefit
 11 payment amounts. In practical effect, the EOBS in this case merely served as
 12 unintelligible repricing devices which reduced Plaintiff's payment amounts to a small
 13 fraction of the amounts billed, on the basis of no valid or descriptive analysis or
 14 explanation at all. Among other things, the EOBS were deficient in that Cigna placed
 15 reliance on third-party "repricing" companies for purported analysis of UCR charges
 16 as a tool to reduce the payment due to the provider.

17 33. Plaintiff is informed and believes that Cigna utilized repricing companies
 18 to perform "repricing" for the benefit of Cigna. These "repricing" entities acted in a
 19 coordinated process with Cigna that was specifically designed and implemented to
 20 reduce the amounts Cigna would pay in response to medical services provider billing
 21 amounts - - irrespective of whether such "repricing" was justified or not. Plaintiff is
 22 informed and believes that the repricing entities are in the business of "repricing for
 23 profit", and that the core business purpose and central reason for corporate existence
 24 of these entities is to collect percentage contingency fee payments from Cigna that
 25 directly connect and correlate to the amount of "savings" that the repricing entity is
 26 able to generate through the use of their data analytics strategies. Plaintiff is
 27 informed and believes that these repricing companies are financially interested parties
 28 in the claim "repricing" process and as such are inherently unreliable as service

1 providers tasked with the responsibility of determining proper amounts due to service
2 provider physicians such as Plaintiff. The “repricing” entities carry out their claim
3 reductions in an arbitrary and capricious manner - - indeed, the 60%, 70%, 80%, and
4 even 90% reduction amounts applied by the “repricing” entities to Plaintiff’s billings
5 speak for themselves. These self interested entities are untrustworthy and are seeking
6 to impose claim reductions in a manner that bears no meaningful relationship to the
7 concepts of UCR and proper medical services billing as those concepts are
8 legitimately understood and applied in the medical community and under applicable
9 law. Cigna abused its discretion by placing undue reliance on the “repricing” entities
10 and by utilizing billing reduction strategies premised on Medicare that have no place
11 in a free market, private sector healthcare billing environment.

FIRST CAUSE OF ACTION

Enforcement Under 29 U.S.C. §1132 (a)(1)(B) For Failure to Pay ERISA Plan Benefits and For Recovery of Reasonable Attorney's Fees and Costs Under 29 U.S.C. § 1132 (g)(1)

16 34. The allegations of the prior paragraphs (paragraphs 1 - 33) of this
17 Complaint are hereby incorporated by reference in this First Cause of Action as if
18 fully set forth at length.

19 35. This cause of action is alleged by Plaintiff for relief in connection with
20 claims for medical services rendered in connection with a healthcare benefits plans
21 administered by the Cigna Defendants.

22 36. Dr. Samaan seeks to recover benefits and enforce rights to benefits under
23 29 U.S.C. §1132 (a)(1)(B); and under 29 U.S.C. 1132 (g)(1) for recovery of
24 reasonable attorney’s fees and costs. Dr. Samaan has standing to pursue these claims
25 as the assignee of member benefits. As the assignee of benefits, Plaintiff is a
26 “beneficiary” entitled to collect benefits, and is the “claimant” for purposes of the
27 ERISA statute and regulations. ERISA authorizes actions under 29 U.S.C.
28 § 1132(a)(1)(B) to be brought directly against the Cigna Defendants as the parties

with actual control over the benefit and payment determinations with respect to Dr. Samaan's claims.

37. By reason of the foregoing, Dr. Samaan is entitled to recover ERISA benefits due and owing in an amount to be proven at trial, and Dr. Samaan seeks recovery of such benefits by way of the present action.

38. 29 U.S.C. § 1132 (g)(1) authorizes the Court to allow recovery of reasonable attorney's fees and costs incurred in this action. Dr. Samaan has incurred, and continues to incur, attorney's fees and costs in his pursuit of benefits, and is entitled to recover his reasonable attorney's fees and costs in an amount to be proven at trial.

WHEREFORE, Plaintiff prays for judgment against the Cigna Defendants as follows:

On the First Cause of Action:

1. For damages against the Cigna Defendants in an amount to be proven at trial in connection with the healthcare benefits claims in Exhibit B hereto.
 2. For interest at the applicable legal rate.
 3. For reasonable attorney's fees and costs in an amount to be proven at trial.

Dated: March 3, 2017

Respectfully submitted,

LYTTON & WILLIAMS LLP

By: /s/ Richard D. Williams

Richard D. Williams,
Attorneys for Plaintiff Adel F. Samaan,
M.D.